

ABSTRACT

The numbers of crimes in the bank sectors in Indonesia have raised quite drastically during the first semester of 2011. That was the main reason why Polda Jatim initiated to conduct a communication forum with inviting representatives of all banks in Indonesia, in East Java region, to talk about the latest crime models and other problems connected to it. This thesis is mainly focused on the dynamics of small group communication, which refers to the communication forum whose participants are representatives of Polda Jatim police officers and bank officers invited.

This qualitative study is conducted in Surabaya, took place at the 3rd floor meeting room of Binmas Division of Polda Jatim, because this is the division who get involved the most with the society and has the role to design the programs connected with social problems in the area of Eastern Java. The subjects are the members of the forum (5 police officers and 27 representatives bank officers) and observation method is used during the research.

The result of this research is that communication forum like this has helped them to know each other more, both the police and the bank officers. At first they felt awkward because they come from different area of expertise, have different value, uniqueness and their own special attributes. But at the end of the forum they felt happy and relieved because they have shared important things and delivered individual messages to the group.

Key words: small-groups, forum, dynamic, process